Attendance, Pay Details, and Scheduling

Balancing employee availability and business needs affects both the employee and customer experience. Learn about attendance, reporting time worked, and scheduling here. Additional policies may be found on HRWeb.

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Attendance

Getting to work on time and as scheduled.

General Overview

Teamwork is key to Apple's success. Because all employees rely on each other's performance and support to achieve the company's goals, you are expected to:

- Be at work and clocked in, on time and as scheduled
- Communicate with your management team in a timely manner about your time off needs
- Follow guidelines and processes for taking time off and providing advanced notice of absences

To ensure you can be focused on serving the needs of our customers, leadership is expected to:

- Promptly communicate concerns about your tardies or unplanned absences, and how they impact business
- Listen and, when possible, work with you when there are extenuating circumstances that make it difficult for you to meet your schedule commitments
- Help refer you to appropriate time away and leave resources

Tardies, Call Outs, and Failure to Notify

We understand "life happens" and not all events can be planned for or scheduled in advance, resulting in unplanned time off. That said, if your absences or tardiness become patterned or are excessive, they can interfere with your work performance. If you have an unplanned absence, we ask that you notify your managers as soon as possible and in advance of your scheduled shift. Failure to notify a manager of your absence within 60 minutes of your scheduled start time will be considered a Failure to Notify. Below are a few ways that your absenteeism can affect the workplace:

- *Customer Focus* - Our customers take the time to come to our stores to experience our products and obtain services. You being late or calling out has a direct impact on our ability to provide an excellent customer experience.
- *Impact on the Team* - We expect you to make good decisions—including coming to work on time and as scheduled, unless extenuating circumstances exist. Understand how your absences impact your peers, customers, and the store.

- *Drive for Results* - It is important to be on time and ready to work to meet your goals.
- *Time Management* - An important competency for all roles is time management. This starts by showing up on time and as scheduled.

Your manager will communicate with you when your absences start to become a performance concern and will work with you to try to find solutions. If you are not able to improve your attendance, you may be subject to disciplinary action up to and including termination of your employment.

Job Abandonment

If you fail to report to work or contact your manager for three or more consecutive days, with no valid or supporting circumstances, Apple will conclude that you have abandoned your position and voluntarily resigned your employment.

Time Away

If you or a family member are sick, you may use your Apple Sick leave or Regional Sick leave benefit (as applicable) to take paid time away from the store. Notify your manager in advance if you are planning to take sick leave, or as soon as possible if the time off is unexpected. Apple offers additional leave programs and benefits designed to cover a wide range of life events. You can learn more about these programs in the Time Away section of HRWeb or via the HR HelpLine at 800-473-7411.

Clocking In and Out

Employees are responsible for accurately recording all hours worked. To ensure accurate timecards and to reduce manual timecard entries, you are responsible for clocking in and out promptly at the beginning and end of your shift and your arrival to and departure from the store including meal periods. Failure to do so may result in disciplinary action.

Scheduling and Availability

Our employees should have schedule availability that matches the business needs.

General Overview

As part of the Apple Retail team, you are instrumental in making the Apple Store experience unique for our customers and team members. We know that to do this and to be at your best, it's important for you to have time away to renew.

Your leaders work hard to create a balance between your need to relax and reenergize and staffing that ensures our customer experience is at its best. When it comes to requesting time off, talk with your manager. Keep in mind that when considering your request, your manager needs to consider the coverage of the store and requests from the entire team, all while helping us maintain the best possible customer experience.

Revisit your availability with your manager as needed in advance of each quarter. Based on the needs of the store and your request, you can agree upon adjustments and submit changes based on your conversation. By working together, you can make a commitment to the availability for the quarter ahead.

The Apple workday is defined as 12:01 a.m. through midnight. Some states have legally required payment for an employee who reports to work, even if we don't need them to work. Check the Report-In Pay policy in this section to see if your state has special rules.

Subject to approved accommodations, Apple's expectations for our full-time and part-time employees are as follows:

- Full-Time: 6–7 days of availability, including sufficient weekend and evening availability. Consideration for a preferred weekday off based on store availability.
- Part-Time: 3–7 days of availability. Sufficient evening and weekend availability to meet customer demand. Minimum of 20 hours of availability a week.

Do

- Have availability that meets the needs of the business.

- Understand certain business conditions may require scheduled hours to fluctuate up or down.
- Promptly raise accommodation requests you may have that involve scheduling. Your manager will work with you to ensure we provide a reasonable accommodation for religious observances or practices, or a disability accommodation request.

Do Not

- Do not change availability in MyPage without having a conversation with your manager first to align on the changes; try to change your availability a minimum of four weeks out to ensure time for the changes to take place.
- Do not take a break at the end of your shift to leave early. Breaks (not meals) are paid and we want to make sure you get paid for all of the time you work.

Meal Periods and Rest Breaks

At Apple, our greatest resource is our people. Periodic breaks to refresh the mind and body are critical for all employees.

General Overview

Nonexempt (hourly) employees are provided and expected to take meal periods and rest breaks according to this policy. Exempt (salaried) employees are also encouraged to take meal and rest periods according to this policy.

Meal Periods

Apple provides employees with a meal period of at least 30 minutes if they work more than 5 hours and a second meal period of at least 30 minutes if they work more than 10 hours. Employees must be relieved of all duties and free to leave the workplace during their meal periods. Meal periods are not considered hours worked and must be accurately reported on nonexempt (hourly) employees' timecards.

Employees are expected to take meal periods according to the following rules:

- Employees who work more than 5 hours are expected to take their uninterrupted 30-minute meal period (or 60-minute meal period if a shift is for 8 or more hours) before then end of the 5th hour of work. For example, if an employee begins work at 8:00 a.m., the employee is expected to take his or her meal period before 1:00 p.m.
- Employees who work more than 10 hours are expected to take their second uninterrupted 30-minute meal period before the end of the 10th hour of work. For example, using the scenario above employees are expected to take a second meal period before 7:00 p.m.

Rest Breaks

Employees are authorized and permitted and expected to take a 15-minute paid rest break for every 4 hours worked. Employees must be relieved of all duties during their rest breaks. Rest breaks are paid so employees should not clock out. Rest breaks should be taken as near as possible the middle of each 4-hour work period, when practical.

If you feel that you have not been provided the opportunity to take your meal periods or rest breaks in accordance with this policy, you should immediately contact the HR HelpLine at 800-473-7411. If you do not report that you had an issue with a meal period or rest break, Apple will assume that any skipped, late, or short meal period or rest break was the result of your voluntary decision to skip it, take it later, or cut it short. Contact the HR HelpLine if you have any questions regarding Apple's Meal Periods and Rest Breaks policy.

Do

- Take your meal periods and rest breaks.
- If you are a manager, follow up to ensure employees have the opportunity to take their meal periods and rest breaks and know to report any issues to the HR HelpLine.
- If you are a manager, remember to provide additional meal periods and rest breaks for employees who work longer than their scheduled shift.
- Call the HR HelpLine if you have any questions or feel that you have not been given the opportunity to take your meal periods or rest breaks.

Do Not

- Do not take your meal period or rest break at the end of the shift in order to leave work early.
- Do not combine a meal period with a rest break.
- Do not pressure employees to skip meal periods or rest breaks.

State-Specific Meal Period and Rest Break Requirements

The following states have additional meal period and rest break requirements:

California	Colorado	Delaware	Florida	Kentucky
Nevada	New York	Oregon	Utah	Washington

California

The following chart summarizes Apple's scheduling rules in California regarding meal periods and rest breaks. If an employee works a longer shift than scheduled, Apple must provide additional meal periods and rest breaks according to their actual hours worked (right column of chart).

Hours Scheduled	Meal	Break	Hours Worked
3.5–5.0	None	15 minutes	3.50–5.00
5.5–6.5	30 minutes	15 minutes	5.01–6.00
7.0–7.5	30 minutes	15 minutes, 15 minutes	6.01–7.00
8.0–10.0	60 minutes	15 minutes, 15 minutes	7.01–10.00*

*On the rare occasion (e.g., during a product launch or holiday season), if an employee works more than 10 hours he or she would be entitled to a second 30-minute meal period and a third 15-minute rest break.

Colorado

The following chart summarizes Apple's scheduling rules in Colorado regarding meal periods and rest breaks. If an employee works a longer shift than scheduled, Apple must provide additional meal periods and rest breaks according to their actual hours worked (right column of chart).

Hours Scheduled	Meal	Break	Hours Worked
2.0–5.0	None	15 minutes	2.00–5.00
5.5–6.5	30 minutes	15 minutes	5.01–6.00
7.0–7.5	30 minutes	15 minutes, 15 minutes	6.01–7.00
8.0–10.0	60 minutes	15 minutes, 15 minutes	7.01–10.00*

*On the rare occasion (e.g., during a product launch or holiday season), if an employee works more than 10 hours he or she would be entitled to a second 30-minute meal period and a third 15-minute rest break.

Delaware

Employees who work over 7.5 hours cannot be required to take a lunch period sooner than 2 hours into their shift.

Florida

Minors 17 years of age or younger shall not be employed or permitted to work more than 4 hours continuously without at least 30 minutes for a meal period.

Kentucky

Employees cannot be required to take a lunch period sooner than 3 hours into the shift.

Nevada

An employee who works at least 3 1/2 continuous hours is permitted one 15-minute rest period, and two 15-minute rest periods if the employee works at least 7 hours.

New York

Employees who work more than 6 hours are provided and expected to take a 45-minute meal period.

Employees who work a shift that starts before 11:00 a.m. and ends after 7:00 p.m. are provided and expected to take an additional 20-minute meal period between 5:00 and 7:00 p.m.

Employees who work a shift of more than 6 hours extending over the noonday meal period (11:00 a.m. to 2:00 p.m.) are entitled to at least 30 minutes off between 11:00 a.m. and 2:00 p.m.

Oregon

The following chart summarizes Apple's scheduling rules in Oregon regarding meal periods and rest breaks. If an employee works a longer shift than scheduled, Apple must provide additional meal periods and rest breaks according to their actual hours worked (right column of chart).

Hours Scheduled	Meal	Break	Hours Worked
2.0–5.0	None	15 minutes	2.00–5.00
5.5–6.5	30 minutes	15 minutes	5.01–6.00
7.0–7.5	30 minutes	15 minutes, 15 minutes	6.01–7.00
8.0–10.0	60 minutes	15 minutes, 15 minutes	7.01–10.00*

*On the rare occasion (e.g., during a product launch or holiday season), if an employee works more than 10 hours he or she would be entitled to a second 30-minute meal period and a third 15-minute rest break.

Utah

Minors 17 years of age or younger shall not be required to work over 3 consecutive hours without a 15-minute rest period.

Washington

Employees are provided with a 15-minute rest break for any period when they work more than 3 consecutive hours without a rest break or meal period. Employees will also be entitled to a second meal period if they work 3 or more hours longer than their normal workday even if they do not work more than 10 hours.

Pay Details

These guidelines provide details for how employees are paid for their time worked.

Reporting Time Worked

Nonexempt (hourly) employees are responsible for accurately recording all time worked on their timecards and must not perform any work for Apple "off the clock" (unpaid).

Work time includes, but is not limited to, time spent engaging in the following activities.

- Reviewing RetailMe
- Putting on the Apple shirt
- Engaging in Apple training and development
- Checking or responding to work emails and voicemail
- Providing customer support
- Preparing schedules and completing paperwork
- Traveling for business (see "Compensation for Travel Time" below)

If you feel that you have been instructed to report time worked in a way that is not consistent with this policy, contact your HR representative or the HR HelpLine immediately to ensure all time worked is paid.

Compensation for Travel Time

If nonexempt (hourly) employees travel at the request of Apple outside their standard working hours, any travel time that exceeds the standard commute time from their home to their workplace will be paid to as hours worked.

Travel time includes time spent at the airport as well as the duration of any air travel. Mandatory meals or meetings that take place outside standard working hours are paid as hours worked. Any personal time spent on the way to the destination (e.g., sightseeing, shopping, personal meals), will not be paid as hours worked.

Shift Premium

To meet business and customer needs, we periodically ask our teams to work beyond the hours a store is typically open. Nonexempt, hourly employees who work between 10:00 p.m. and 7:00 a.m. will be eligible for a 10% overnight shift premium. This means that for all hours worked between 10:00 p.m. and 7:00 a.m., 10% will be added to the employee's standard rate of pay.

Report-In Pay and Store Meeting Pay

Report-In Pay: Some states require employees to be paid a minimum number of hours, referred to as report-in pay, if they are required to report to a work location but are sent home early. An employee is not entitled to report-in pay if he or she requests and receives permission to go home, or otherwise voluntarily elects to go home, before working the minimum number of hours.

Store Meeting Pay: If an employee is scheduled to attend a work-related meeting or event (e.g., quarterly or department store meeting) and is not otherwise scheduled to work that day, he or she may be eligible to receive minimum pay under certain state laws.

Stores must abide by the below chart to ensure minimum pay to employees. Minimum pay is only triggered by the need to leave home and report to a work site. For example, receipt of a telephone call or the performance of work at home does not trigger minimum pay. If there is no specific state law listed below, the employee will only be paid for actual hours worked.

State	Report-In Pay	Store Meeting Pay
California	Half of usual or scheduled shift, but in no event less than two or more than four hours	Actual time spent attending the meeting or two hours, whichever is greater
Connecticut	Four hours minimum pay	Four hours minimum pay
District of Columbia	Four hours minimum pay	Four hours minimum pay
Massachusetts	Three hours minimum pay	Actual hours worked
New Hampshire	Two hours minimum pay	Two hours minimum pay
New Jersey	One hour minimum pay	One hour minimum pay

State	Report-In Pay	Store Meeting Pay
New York	Four hours minimum pay, or the number of hours in the employee's regularly scheduled shift at minimum wage, whichever is less	Four hours minimum pay, or the number of hours in the employee's regularly scheduled shift at minimum wage, whichever is less
Oregon (minors only)	One hour worked or 1.5 times the hours the minor and Apple agreed the minor would work, whichever is greater	One hour worked or 1.5 times the hours the minor and Apple agreed the minor would work, whichever is greater
Rhode Island	Three hours minimum pay; four hours on Sundays and state defined holidays	Three hours minimum pay; four hours on Sundays and state defined holidays

Temporary Store Closure Pay

Certain conditions, including inclement weather or other emergency situations, may require the temporary closure of one of our stores. These conditions may require a store to temporarily close to protect the health and safety of our employees. Store Leaders should partner with their Market Leaders to determine if their stores should close due to weather or other emergency conditions. If your Market Leader instructs you to close your store, use the following guidelines to pay employees schedule on that day.

Salaried (Exempt) Employees

- All salaried (exempt) employees will receive full pay for any hours worked and or scheduled that day.

  Example: A salaried (exempt) employee is scheduled 12:00 p.m.–8:00 p.m. The store closes at 10:00 a.m. The employee will receive eight hours of pay.

Hourly (Nonexempt) Full-Time Employees

- If the store closes before a nonexempt full-time employee is scheduled to report to work, the employee will be paid for one-half of their scheduled hours that day. Nonexempt full-time employees not scheduled to work that day will not be compensated.

Example: The nonexempt full-time employee is scheduled 12:00 p.m.–8:00 p.m. The store closes at 11:00 a.m. The employee will receive four hours of pay.

- If the store closes after an hourly (nonexempt) full-time employee has begun work, the employee will receive pay for any hours actually worked plus pay for one-half of the additional hours that he was scheduled for that day. Example: An hourly (nonexempt) full-time employee is scheduled 12:00 p.m.–8:00 p.m. The store closes at 2:00 p.m. The employee will receive five hours of pay.
- If an hourly (nonexempt) full-time employee is scheduled to open the store and the store opens late, the employee will be paid for one-half of his scheduled hours that were missed due to the late opening, plus any hours actually worked. Example: An hourly (nonexempt) full-time employee is scheduled 8:00 a.m.–4:00 p.m. The store opens at 12:00 p.m. The employee will receive six hours of pay.

Hourly (Nonexempt) Part-Time and Seasonal Employees

- All hourly (nonexempt) part-time and seasonal employees scheduled to work on the day the store is closed will be paid for total hours actually worked. No additional hours will be paid with the exception of employees in states with Report-In Pay requirements,.

Payment beyond the initial day the store is closed (for those employees scheduled to work on those days) is not provided. Nevertheless, every effort will be made to provide work for our employees in emergency situations.

Time Away

Apple offers a number of leave programs and benefits designed to cover a wide range of life events.

Do

- Refer to the Time Away from Apple policies on HRWeb for complete details.
- Notify store management at least four weeks in advance of any planned time away.
- Consult Apple's Family Leave and Medical Leave policies for absences of three or more days as you may be eligible for other time-off benefits.
- Follow any additional guidelines provided by your leadership to request time off.